

RESIDENTS' GUIDE

TO COQUITLAM MUNICIPAL SERVICES



WELCOME TO COQUITLAM

English **This is an important notice. Please have it translated.**

Arabic هذا إشعار مهم نرجو ترجمته

Chinese (Simplified) 此为重要通知。您需要请人翻译。

Chinese (Traditional) 此為重要通知。您需要請人翻譯。

Farsi اطلاعیه مهم. لطفا ترجمه اش کنید.

French Ceci est un avis important. Veuillez le faire traduire.

Korean 중요한 공지사항입니다. 번역하여 살펴보시기 바랍니다.

Romanian Acesta este un aviz important. Va rugam, sa îl traduceți.

Russian Это важное уведомление. Пожалуйста попросите чтобы вам его перевели.

Spanish Este es un aviso importante. Busque alguien que le traduzca.

Tagalog Ito ay isang mahalagang paunawa. Mangyaring isalin ito.

CITY GOVERNMENT AND YOU!



The City provides a range of services including water and sewer, garbage collection and road maintenance, but it is also involved in strategic planning, growth management, recreation programs and facilities, and financial planning.

How does the City manage to do all of this? A Mayor and eight Councillors, elected every four years by Coquitlam residents, are responsible for setting the City's policies in accordance with the *Local Government Act*. The community is involved in decision-making through City committees and consultation opportunities.



RECREATION

Coquitlam offers programs and recreational activities for all ages and abilities, along with fully equipped pools, community centres, libraries, sportsfields, ice rinks and sports arenas. The City currently maintains over 80 parks featuring trails and bike paths, playgrounds, sports fields, and picnic areas.

The City also partners with community agencies and groups to help residents get connected and active in the community.

To register for a program call Coquitlam's staff assisted registration line at 604-927-4386 or register online at coquitlam.ca/prc.

CITY EMPLOYMENT OPPORTUNITIES

The City regularly has a variety of job opportunities. It promotes diversity and equal opportunities in the workplace. Volunteering is also a great way to meet new people, gain valuable experience, have fun, and get involved in your community – we have many different opportunities to choose from. Visit coquitlam.ca/jobs for info on both.

BYLAW ENFORCEMENT

The City has bylaws that help to protect and serve the community and ensure consistent standards so that all may enjoy a high quality of life. We endeavour to resolve complaints through education and voluntary compliance where possible. Some of these bylaws relate to: Animal Care and Control; Noise; Zoning - Private Property; Unsightly Premises; Street and Traffic; Signs/Posting; and Business Licensing. If you have questions or concerns about a Bylaw or Animal care issue please give us a call at 604-927- 7387. We would be happy to help.

BUSINESS LICENCES

The City of Coquitlam requires every person doing business within the City to hold a valid business licence. Starting a business is a major undertaking and we have a number of resources available to assist you with that process. The City is also currently accepting applications for vending carts and vending vehicles for food and goods. There is also a Tri Cities Intermunicipal Business Licence program allowing mobile businesses based in Coquitlam, Port Coquitlam or Port Moody to obtain an add-on to an original Business Licence and operate legally in the other two municipalities. Depending on the type of business, you may also require other permits or licences not regulated by the City of Coquitlam such as liquor and health licences.

coquitlam.ca/businesslicences

IMPORTANT CITY CONTACT INFORMATION



COQUITLAM CITY HALL



3000 Guildford Way,
Coquitlam, BC, V3B 7N2



Monday to Friday, 8 a.m. - 5 p.m.



604-927-3000



feedback@coquitlam.ca



coquitlam.ca

EMERGENCY SERVICES FOR WATER, SEWER AND ROADS



(24 hours a day/7 days a week)



604-927-3500



epw@coquitlam.ca

FUN THINGS TO DO IN THE CITY



Visitors are drawn to Coquitlam because of the diverse mix of outdoor activities and destination attractions. We are a complete community with excitement and splendor for those who love the natural flavour of our outdoors, while presenting a wealth of shopping, nightlife and entertainment opportunities for those with a more urban appetite. Visit coquitlam.ca/explore for info on all the things to see and do in our city.



SECONDARY SUITES

A secondary suite within a home offers homeowners benefits while providing an affordable housing option. Like all housing, secondary suites must be regulated. The City has a Secondary Suite program designed to balance the needs of the homeowner with the health and safety requirements that apply to all housing.

coquitlam.ca/secondariesuites



PUBLIC SAFETY

Police protection (RCMP) and Coquitlam's Fire and Rescue services contribute to ensuring Coquitlam is a safe and secure place to live and raise a family.

The City has many programs that help residents learn about Crime Prevention, child safety and Emergency Preparedness.

- In an emergency, dial 9-1-1 on your telephone for fire, police or ambulance services.
- Non-emergency fire services 604-927-6400
- Non-emergency police services 604-945-1550

TAXES & UTILITIES

The City of Coquitlam provides residents with many important services: water, sewer, drainage, emergency services including police and firefighters, roads and traffic control, parks and recreation facilities including pools and ice rinks. Property taxes are the City's main source of money to pay for all of these services. City Council determines the budget it needs to provide the services and a Property Tax Rate is set to collect the necessary taxes. Residential properties in Coquitlam also receive an annual utility bill at the end of February each year. The City has a number of payment options, including Tax and Utility Prepayment Plans that enable residents to pay their tax and utility bills in monthly installments.

coquitlam.ca/taxes





ECONOMIC DEVELOPMENT

Coquitlam is a vibrant and growing community that offers economic opportunities and advantages that benefit both residents and businesses. We are committed to creating a business environment that allows your business to grow and prosper. The City is committed to the continuous improvement of the business environment and is dedicated to ensuring that you receive excellent value from your investments in our community. Coquitlam's major employment sectors are: Professional Services; Retail / Wholesale Trade; Manufacturing; Technology; Public Administration; Transportation; and Construction. coquitlam.ca/ecdev



GARBAGE & RECYCLING

Coquitlam's waste management system helps us reduce the amount of garbage we send to landfills – after all, waste is not always waste! Food scraps from our kitchens can be composted and many items can be recycled. The system is good for our community and our environment. In Coquitlam, we separate our waste into three different categories: 1. Green Cart for kitchen scraps, food-soiled paper and yard trimmings; 2. Recycling blue box for containers, newspapers, glass and paper products; and 3. Garbage which is waste that can't be composted or recycled. Residents who live in single-family residences can also have up to four large household items collected each year. If you live in an apartment or a condominium, please contact your Property Manager or Strata Council for information on collection services. Find out more at coquitlam.ca/trashtalk or call 604-927-3500.

URBAN WILDLIFE

Coquitlam has many forms of wildlife that are attracted to garbage. There are tips related to reducing garbage and animal attractants available on the City's website to help residents keep you and the community safe from bears and other animals.

coquitlam.ca/urbanwildlife

ANIMAL SHELTER & DOG LICENCES

Did you know dogs over 6 months old need a licence? A dog licence protects your pet by providing an easy-to-identify dog tag and registration with the Coquitlam Animal Shelter. If your pet is lost, the fastest way to be reunited with your dog is by this dog tag and licence. We invite you to visit the Coquitlam Animal Shelter to meet the animals and tour the facility. On a tour of the shelter you can see some of its specialty features first hand, find out more about volunteer opportunities and get to know the animals up for adoption. The Shelter welcomes all kinds of donations including cash donations, food, towels, blankets, pet beds, carrying cages, toys, and other animal related equipment.

coquitlam.ca/animalshelter



COQUITLAM PUBLIC LIBRARY

The Coquitlam Public Library has two locations: the City Centre Branch and the Poirier Branch. Both branches provide a variety of free materials and services, which include:

- DVDs, music CDs, books on CD and tapes
- Downloadable audiobooks and ebooks
- Free wireless and Internet access computers
- Adult, teen and children's programs... and much more!

Both libraries have multilingual collections of materials to help ESL speakers improve grammar, conversation and pronunciation skills, and enlarge their vocabulary.

library.coquitlam.bc.ca

ARTS & CULTURAL ORGANIZATIONS

Coquitlam supports many Arts and Cultural organizations throughout the City:

- Evergreen Cultural Centre
evergreenculturalcentre.ca
- Place des Arts
placedesarts.ca
- Coquitlam Heritage Society
coquitlamheritage.ca
- Place Maillardville
placemaillardville.ca

EMERGENCY PREPAREDNESS

Emergencies and disasters can occur anywhere, at any time. It could be anything from an earthquake, to a flood, to a severe winter storm. In the event of a major disaster, you and your family should be able to take care of your basic needs for at least 72 hours. We encourage everyone to prepare their personal or family emergency plan, and have an emergency kit ready that includes basic supplies as well as special needs items.

coquitlam.ca/emergprepared

WINTER WISE

Coquitlam has experienced unprecedented snowfalls for extended periods of time and, at other times, had no snow. In recent years, the Metro Vancouver region overall has had historic rain and wind storms. The City reviews its service priorities every year to meet the needs of our community and be prepared for snow events and any other winter storm. Flooding is something that can also happen during the winter with heavy rainfalls.

coquitlam.ca/winterwise



WATER & SEWER

Coquitlam's Water Management Program/System ensures that residents enjoy safe and reliable drinking water. The City purchases its water from the Greater Vancouver Water District and distributes it to every property in the City. As well, the City's Sewer Network is carefully monitored and maintained to ensure safe sewage management. It plays an important role in good health and hygiene by collecting wastewater from homes and businesses. For more information, contact Coquitlam Operations Customer Service at 604-927-3500.



BUILDING

The City's Planning and Development Department regulates land use. Their department staff can help you prior to building or making changes to your home or property. Building permits are required for all new construction, temporary buildings and for alterations to existing construction. You should always review your building requirements with City staff before commencing a project.

coquitlam.ca/permits

LOCAL IMMIGRANT & REFUGEE SERVING ORGANIZATIONS

ISSOFBC

ISSofBC provides a variety of support services for immigrants and refugees to help them get settled in their new communities. The largest agency of its kind in Western Canada, ISSofBC offers targeted programs for refugees, women, children and youth, employment services, language training programs, and other support services in over 45 languages throughout Metro Vancouver.

issbc.org

Cottonwood Career & Settlement Services

#200-504 Cottonwood Avenue
Coquitlam, BC
778-383-1438

Lincoln Career & Settlement Services

#240A – 3020 Lincoln Avenue
Coquitlam, BC
778-284-7026

FIND US ONLINE

Follow us on Facebook, Twitter, YouTube and Instagram to stay up-to-date with the latest on community news and events as well as public input opportunities.

You also don't need to visit City Hall to take advantage of City Services. We have easy-to-use, online tools to make doing business easier with us.

Visit coquitlam.ca/eservices to sign up and learn more.

    CityofCoquitlam



S.U.C.C.E.S.S.

S.U.C.C.E.S.S. is an immigrant settling organization that promotes the well being of all Canadians and immigrants.

They encourage participation in the community through delivering services in five major areas: social services, employment assistance, business and economic development, training and education, and health.

success.bc.ca

Burnaby-Coquitlam Service Centre

435-B North Road
Coquitlam, B.C.
604-936-5900

Tri-City Service Centre

2058 Henderson Place
1163 Pinetree Way
Coquitlam, B.C.
604-468-6000

SHARE FAMILY & COMMUNITY SERVICES

SHARE offers resources to help newcomers including English Practice Groups and Parent-Tot Drop-In programs throughout the Tri-Cities. The resource centres also provide newcomers with access to employment and financial support opportunities.

sharesociety.ca

Administrative Offices

#200 - 25 King Edward Street
Coquitlam, BC
604-540-9161